

Aftercare and Defect Management Officer

Job Description

Pod: Development

Stem: Development

Reports to: Head of Development

Direct reports: None



Red Kite's Expectations

There's lots of exciting work taking place to provide high-quality homes to our customers with a whole host of projects that need to be managed proactively — delivering on time, within budget, and providing a quality product. Red Kite are committed to providing 500 new homes for rent and purchase from 2025 to 2030, and we must ensure that the new occupants receive an excellent service in their brand-new homes. As a member of the Development Team, your primary focus will be supporting our tenants and customers on property matters as they settle into their new homes. Additionally, you will ensure that colleagues across the business have the necessary information to provide exceptional services.

Key Responsibilities

- Handle and resolve tenant and leaseholder problems and complaints effectively and efficiently, ensuring a high level of satisfaction and maintaining Red Kite's positive reputation.
- Deliver an efficient and effective handover and defects management process for all tenants and purchasers of our new homes, establishing appropriate records and administration processes.
- Support tenants and purchasers with the defects processes by inspecting properties and recording information to ensure problems are resolved as quickly as possible.
- Liaise with developers and contractors to ensure all defects are dealt with within agreed timescales and communicate regularly with tenants and purchasers on when their problems will be resolved.
- Organise the delivery of new home demonstrations for all tenants and purchasers prior to occupation.
- Ensure that all necessary certificates and documentation are provided to colleagues, with a particular focus on the internal home safety and compliance team, in accordance with the timescales set out in handover procedures.
- Attend site visits in the run-up to handover and through to practical completion to ensure that snagging of all areas is completed to a high standard.
- Liaise with external management companies regarding services received by occupants during the defect management period.
- Ensure internal colleagues are aware of the nature and type of homes to be handed over and the management and maintenance services required.
- Produce KPIs and metrics reflecting the delivery of the defect management service, identifying improvements in processes and product to deliver better homes in the future in terms of both quality and value for money.
- Liaise with colleagues in Property, Home Ownership and Community Teams to ensure that Employer's Requirements and Fit Out Specifications for new developments are reviewed and agreed annually.
- Carry out any other duties required within the remit of the post as directed by the Head of Development.

Our essentials

- Experience within the affordable housing or property development sector with responsibility for delivering excellent customer-focused services.
- Experience working closely with tenants and leaseholders.
- Exposure to working in a fast-paced project environment.
- Understanding of housing development and defect management.
- Ability to prioritise the needs of tenants and purchasers of new homes.
- Experience working with a wide range of internal and external stakeholders, consultants, and contractors.
- Strong relationship-building skills and a people-focused approach.
- Ability to listen to and translate feedback from stakeholders into action, providing clear reasoning.
- Ability to prioritise, plan and balance short-, medium- and long-term workloads.
- Strong administrative skills.
- Ability to coordinate and support the work of Project Managers.

Added extras

- Ideally have or be working towards a qualification in a relevant discipline — Project Management, Building, Surveying, Construction Management or Planning — or equivalent experience.
- Strong experience in delivering customer-orientated services to occupants of new homes.
- Solid experience in housing development or maintenance with excellent awareness of health & safety legislation and the statutory compliance obligations of Registered Providers.
- Excellent verbal and written communication skills with strong negotiation and consultation ability.
- High degree of personal drive and initiative.
- Ability to work independently and collaboratively.
- Ability to build effective working relationships with tenants, leaseholders, contractors and developers.
- Use of a vehicle with appropriate insurance for business use.
- Experience using MS Office to a high standard.

Qualifications, Skills & Experience

- Qualification (or working towards) in Project Management, Building, Surveying, Construction Management, Planning, or equivalent by experience.
- Experience within housing development, maintenance, or affordable housing environments.
- Strong communication, relationship-building, and negotiation skills.
- High-level administrative and organisational abilities.
- Confident using MS Office applications to a high standard.
- Full UK driving licence and access to a vehicle (essential due to site visits).

